

Request for Proposals (RFP)
Facility Management Services for
Westwind Community Barn
Answers and Clarifications to Written Questions Submitted
Date: March 1, 2013

Basic Maintenance and Operation

1. What is the current method for fly control? Is there a misting system in place?
The Town employs four methods of fly control:
 - 1) Fly eliminators
 - 2) Residual pesticides
 - 3) Regular, aggressive cleaning of all manure from the facility (stalls, paddocks, arenas and the pasture)
 - 4) Waste is stored in an enclosed binThe Town does not have a misting system in place.
2. What are the specific "Town approved sanitation procedures and practices for manure disposal, rodents, pest, and fly management?"
GreenWaste Recovery currently holds the manure disposal contract with the Town and is serviced weekly on Thursdays. For rodent and pest control the Town requires using integrated pest management practices with no or safe chemical solutions. Regarding fly management see above #1.
3. Which of the current costs (i.e., waste removal, utilities, water) will the vendor be responsible for, which will remain responsibility of the Town and which are negotiable?
The Town is responsible for the following utility costs: waste removal, utilities and water.
4. Who is responsible for the utilities?
The Town will remain responsible for utilities.
5. Can you provide the billing statements?
N/A
6. Item 4 in the Section titled Basic Maintenance and Operations mentions performing "minor repairs to the facility per Town standards." What are Town standards?
Town standards are to complete repairs to the facility to better or equal quality than existing conditions. For example, if a stall board is broken the Town standards would be to replace the board with the same type and style of wood and stain it to match the existing.
7. In Item 5 in the section titled Basic Maintenance and Operations mentions that the Vendor is responsible for "all maintenance issues..." Does this include large

items such as replacement of arena footing? If not, please provide a more detailed list of what is considered routine maintenance issues.

The Facility Manager is responsible for all maintenance and repair of the existing facility. The Facility Manager would not be responsible for any major capital improvements. However, the Facility Manager is expected to timely advise the Town on the need of such capital improvement projects.. **The bidder shall submit a Facility Management and Operation Plan as part of the proposal addressing the details and frequency of tasks involving the daily operations, routine maintenance and sanitation practices.**

8. What are landscaping and grounds requirements and are these the responsibility of the Town or the vendor (lawn mowing, watering and fertilizing, any arbor costs for trees etc., roadway repair and upkeep, signage, etc.)?

The Facility Manager will be responsible for maintaining landscaping, grounds, weeding and tree trimming to current Town standards. Driveway, roadway and signage will remain responsibilities of the Town.

9. What are the most frequent maintenance issues around the barn? Are there any unusual maintenance issues of a recurring nature? Any other issues specific to this location?

The most common maintenance issues include repairing broken fencing, replacing boards in the arena fencing, unclogging drains, repairing broken underground pipes and tractor repairs. This location has several underground springs that can leach water onto paths and into paddocks year round. Grass and weeds must be mowed down by a large tractor when it exceeds two feet in height. This includes most of the area in the lower portion of the facility; around the lower arena and pasture.

10. It was stated during the tour that Byrne Preserve is off limits to boarder horses due to liability reasons. What are the liability concerns?

The Byrne Preserve has several public pathways running through it. These pathways are regularly used by the general public, many of whom have no experience with horses. The nine public service horses in Byrne Preserve have been specifically trained to respect humans and not display herd behaviors or aggression toward them.

11. What are the agreements and responsibilities of the Barn toward Byrne Preserve?

Byrne Preserve is a 50+ acre Open Space Preserve adjacent to Westwind Community Barn and is not part of the Facility Management RFP.

Horse Care

12. Please provide clarification of 4-H - the cleaning and feeding are spelled out in the RFP. However, who is responsible for purchase of feed, bedding, water, electricity? Does 4-H pay the Town directly for board?

The Facility Manager will be responsible for purchasing the feed and bedding

associated with the care of the 4-H horses as noted on page 5 of the RFP. 4-H has a separate Agreement with the Town for these services.

13. Please confirm the Year Round Riding Program horses live in the preserve, require no feed, no bedding, and thus, no cleaning. Also, please confirm that board for these 9 horses is paid directly to the town.
Seven horses from the Year Round Riding Program and two horses from the 4-H Program live in Byrne Preserve and require no feed, no bedding and no cleaning. The Town has a separate boarding agreements with 4-H and the vendor of the YRRP.
14. Are there any specific requirements or standards concerning feed and/or bedding (i.e. certified weed free, organic etc.)?
Horses must remain on high quality hay. There is a 2" minimum of bedding in each stall. There should be no urine smell.

Personnel and Scheduling of Work

15. Please clarify the Town's request for optional overnight coverage? Is the intent for a specific manned shift or an on-call shift?
The overnight coverage option is for 24/7 supervision manned shift.
16. Is overnight housing available on site? If so, what are the terms of use?
There is no overnight housing available onsite.
17. What is required for overnight staffing?
The overnight staff shall be on duty and performing tasks from 6:00pm-6:00am.
18. Are the current vendors allowed to be disclosed so we may know their rates and contact them to discuss their possible interest in continuing work at the barn?
The Town may make some of this information available to the selected Facility Manager.

Contractor Requirements

19. Can you give me the amounts required for all the insurance policies?
The Town's standard requirement include: no less than \$1,000,000 limit per accident for Workers' Compensation; no less than \$1,000,000 limit per occurrence for general, professional and automobile liability. The Town may require additional coverage for this agreement if recommended by the City Attorney and/or the Town's Risk Management consultant.
20. Are the tractor, drag, roller and other pieces of equipment, if any, going to remain on site for use? If yes, will there be a rental fee? Who will be responsible for maintenance and the costs incurred for doing so?
The Town will make some of the equipment available for purchase to the selected vendor. The Facility Manager will be responsible for any costs associated with such equipment.

21. What, if any, of the current equipment will be available for use, lease or purchase by the vendor? (Please include information about administrative equipment as well – telephones, computers, etc.)

The Town may make some of the equipment available for purchase. The Facility Manager will need to supply their own administrative equipment including: telephone, computer, printer, etc. The public barn phone will remain a utility of the Town.

Other

22. Is this the first time Los Altos Hills has offered Westwind as a lease instead of operating it through the city? If so, why?

Friends of Westwind, a now defunct nonprofit organization, leased the Westwind Community Barn from the Town for 29 years until 2008. The Town took over management in 2008. This RFP is not for a lease but rather a contract where the Town will pay the most qualified vendor to serve as the Facility Manager at Westwind Community Barn.

23. Is the current barn manager and staff hoping to stay on?

The Town will consider any proposal that includes existing and/or new staff.

24. Can you provide profit and loss statements for the year?

The Town will make this information available to the selected vendor.

25. Can you provide me with a list of vendors for hay, shavings, waste, etc...?

The Town contracts with Pastorino Hay for feed supply, Eagle Valley for bedding, Arbico Organics and Killroy Pest Control for pest management, and GreenWaste for waste management.

26. Please confirm manure management is fully covered per prior arrangements with GreenWaste and that no further costs need be assumed in the proposal.

The Town's contract with GreenWaste covers manure removal.

27. Any past or current lawsuits or claims?

There are no current lawsuits or claims. The Town was named in a lawsuit in 2006 which has since been settled.

28. How many boarders currently partake in the part time training offered for a fee? How many partake in the full time training?

Boarders enrolled in the training programs fluctuate. The Facility Manager will not be responsible for training or instruction.

29. Current Rate Sheet offers 45 min lessons for a specified rate. Who has been instructing these lessons? Are these separate from the riding program?

Approximately how many lessons on average have been provided weekly in the previous months?

Facility Manager will not be responsible for training or instruction.

30. Please clarify who runs the Pony Club and what horses are utilized for this program?

For more information regarding the Pacific Ridge Pony Club please visit their website at pacificridge.ponyclub.org. The Pony Club provides their own horses.

31. What is the average output of the well on site?

This is dependent on rainfall. As stated in question # 3 Facility Manager will not be responsible for the water bill.

32. For loading purposes, how high is the hayloft above the ground?

The hayloft is approximately 10 feet from the ground.

33. Can the town provide the last budget?

The Town's FY2012-13 budget is available on the Town's website at http://www.losaltoshills.ca.gov/documents-forms/browse/cat_view/57-finance-a-administrative-services/104-budgets

34. Who would the vendor report to directly and day-to-day?

Facility Manager will report directly to the Town's Parks and Recreation staff. However, the Facility Manager will not be subject to day-to-day reporting to the Town.

35. Is there a mechanism in place for receiving or responding to concerns, disputes and complaints?

Currently the Barn Manager receives, responds to all concerns, disputes and complaints. The Facility Manager will be responsible for receiving and responding to all concerns, disputes and complaints.

36. Who collects board and other fees, and any other miscellaneous income?

The Town collects board and other fees as well as other miscellaneous income.

37. Who tracks timeliness of payments and collects late fees?

The Town tracks timeliness of payments and collects late fees.

38. When and how is the vendor paid?

Contract compensation is subject to negotiations, and payment schedule will be defined in contract terms.

39. Are there any bonding requirements etc. for the vendor?

No.

40. What information is required in the monthly reports?

Overall summary, incident reports, working document of boarders, vaccinations, recommendations, repair work, etc.

41. Would either party have the option of renewing or not renewing the lease at the end of the term and how often would the lease be opened up for public bid?
The contract terms are subject to negotiation. The current RFP is soliciting a contract for a two year period.
42. Can the vendor remove a boarder and, if so, for what reasons?
Pursuant to the guidelines in the rulebook a boarder may be removed after three written Rule Violation Reports. However Facility Manager must report these to the Town and receive Town approval before the removal.
43. Can the Town provide a copy of the Town of Los Altos Hills Standard Agreement for Professional Services?
Yes, please see the attachment.
44. Please describe any other stakeholders in Westwind Barn with whom the vendor will have administrative relationships (i.e., groups planning events, Board of Directors, etc.) Will the vendor have direct relationships with these stakeholders or will the Town act as intermediary?
Town staff will act as the liaison to all stakeholders. The Facility Manager will have day to day dealings with facility users and the general public.
45. Please describe the agreements between the town and the 4-H and Lesson Programs. Who owns the 4-H and lesson horses, who will carry the costs associated with these horses and who administers the use of these horses? Have the owners executed a standard boarding agreement or a different type of agreement? Is the vendor's responsibility towards these owners or the horses different than towards the regular boarders and their horses?
4-H and Excursions Unlimited own their program horses and cover all costs associated with them and administer their use. The owners have separate contracts with the Town. The Facility Manager's responsibilities to 4-H and Excursions Unlimited horses are slightly less than what is due a boarder. For example, 4-H is responsible for all costs of repairs and upgrades to their assigned barn. Excursions Unlimited is responsible for all costs of repairs to their four assigned paddocks, as well as daily cleaning and feeding of their horses. The Facility Manager will be responsible for removing the filled manure bins from Excursion Unlimited paddocks, as well as from the 4-H Barn.
46. Who schedules and/or administers any special uses of, or events held at, the facility?
The Town schedules and administers special uses of, or events held at the facility.
47. What, if any, overlap or conflicts are there with the sheriff's substation?

None.

48. What would constitute a material breach of contract by either party?

Once terms and scope of the contract are defined and finalized in the agreement document, any failure to perform and follow the contract may be considered as a “material” breach. However, any specific issues as well as contract language will be discussed and addressed during the contract negotiation stage.